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<p>DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63)</p> <p><input checked="" type="checkbox"/> Declaration Submitted With Initial Filing <input type="checkbox"/> Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)</p>	Attorney Docket Number	36992.00083 (HAL 187CIP)
	First Named Inventor	Takeshi Ishizaki
	COMPLETE IF KNOWN	
	Application Number	/
	Filing Date	Unknown
	Group Art Unit	Unknown
Examiner Name	Unknown	

As a below named inventor, I hereby declare that:

My residence, post office address, and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

INTEGRATED SERVICE MANAGEMENT SYSTEM

the specification of which *(Title of the Invention)*

is attached hereto

OR

was filed on (MM/DD/YYYY) as United States Application Number or PCT International

Application Number and was amended on (MM/DD/YYYY) (if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims as amended specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or of any PCT international application having a filing date before that of the application on which priority is claimed.

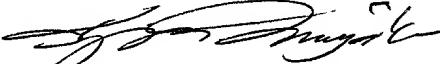
Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY) Country	Priority Not Claimed	Certified Copy Attached?	
				YES	NO
			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto

[Page 1 of 2]

Burden Hour Statement: This form is estimated to take 21 minutes to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

DECLARATION — Utility or Design Patent Application

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<p>Paul A. Durdik Squire, Sanders & Dempsey L.L.P.</p> <p>Name 600 Hansen Way</p> <p>Address</p> <table border="1"> <tr> <td>Palo Alto</td> <td>CA</td> <td>94304</td> </tr> <tr> <td>City</td> <td>State</td> <td>ZIP</td> </tr> </table> <table border="1"> <tr> <td>U.S.A</td> <td>(650) 856-6500</td> <td>(650) 856-3619</td> </tr> <tr> <td>Country</td> <td>Telephone</td> <td>Fax</td> </tr> </table> <p>I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.</p>						Palo Alto	CA	94304	City	State	ZIP	U.S.A	(650) 856-6500	(650) 856-3619	Country	Telephone	Fax
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NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor															
Given Name (first and middle [if any])		Family Name Ishizaki															
Inventor's Signature 		Date 9-13-01															
Sunnyvale Residence: City		CA State	U.S.A. Country	JAPAN Citizenship													
965 E. El Camino Real, #135																	
Mailing Address																	
Sunnyvale City		CA State	94087 Zip	U.S.A. Country													
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor															
Given Name (first and middle [if any])		Family Name Miyake															
Inventor's Signature 		Date 9-19-01															
Sunnyvale Residence: City		CA State	U.S.A. Country	JAPAN Citizenship													
965 E. El Camino Real, #624																	
Mailing Address																	
Sunnyvale City		CA State	94087 Zip	U.S.A. Country													
<input type="checkbox"/> Additional inventors are being named on the _____ supplemental Additional Inventor(s) sheet(s) PTO/SB/02A attached hereto																	

Please type a plus sign (+) inside this box → **+**

POWER OF ATTORNEY OR AUTHORIZATION OF AGENT	Application Number	Unknown
	Filing Date	Unknown
	First Named Inventor	Takeshi Ishizaki
	Group Art Unit	Unknown
	Examiner Name	Unknown
	Attorney Docket Number	36992.00083 (HAL 187CIP)

I hereby appoint:

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Marc A. Sockol, Reg. No. 40,823; Daryl C. Josephson, Reg. No. 37,365; Cameron Kerrigan, Reg. No. 44,826; David B. Abel, Reg. No. 32,394; Nathan Lane, Reg. No. 43,738; Lorinda Howland, Reg. No. 42,671; Michael Lechter, Reg. No. 27,350; David Koo, Reg. No. 46,839; David Rogers, Reg. No. 38,287; William Bachand, Reg. No. 34,980; Aaron Wininger, Reg. No. 45,229; Paul A. Durdik, Reg. No. 37,819; Paul J. Meyer 47,791; Victoria L. Nicholson, Reg. No. 47,823; and Fariba Sirjani, Reg. No. 47,947; Vid Bhakar, 42,323.

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Telephone (650) 856-6500 Fax (650) 856-3619

I am the:

Applicant/Inventor.

Assignee of record of the entire interest. See 37 CFR 3.71.

Certificate under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name	Takeshi Ishizaki
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Signature	<i>Takeshi Ishizaki</i>
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Date	9-13-01
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NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below*.

SIGNATURE of Applicant or Assignee of Record

Name	Shigeru Miyake
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Signature	<i>Shigeru Miyake</i>
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Date	9-19-01
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NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below*.

*Total of 1 form is submitted.